

City of Battle Creek Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Battle Creek's, "Battle Creek Transit" (hereinafter referred to as "BCT") may file a Title VI complaint by completing and submitting the agency's Title VI Complain Form. The City of Battle Creek's Transit Department investigates complaints received no more than 180 days after the alleged incident. BCT will process complaints that are complete.

Once the complaint is received, BCT will review it to determine if our office has jurisdiction. Within 7 days of receipt of the complaint, BCT will mail an acknowledgement letter to the complainant informing her/him whether the complaint will be investigated by our office.

BCT will commence an investigation into the complaint within 7 days of the receipt of the complaint. If more information is needed to resolve the case, then BCT may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within the 10 business days, then BCT can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case. BCT will make every effort to respond back to the complainant in writing within 40 days of the receipt of the original complaint, if not sooner, as provided below.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegation and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegation and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 14 calendar days after the date of the letter or the LOF to do so.

In addition to the above complaint procedure, a person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. The complaint must be filed within 180 days of the alleged discrimination.

If information is needed in another language, then contact 269-966-3474.